



Would you risk your network on a promise? Are you relying on warranties for long-term support? What is your expected lifecycle for the product? How much is your downtime worth to you?

**Difficult questions. Simple answers.**

Today's business requirements are constantly changing, and your network needs to grow and adapt to keep the pace, while remaining operational. DynTek can help with Cisco Technical Services, a flexible suite of award-winning support solutions that can help enable you to meet your business needs and effectively manage your network assets. Let DynTek show you how Cisco Technical Services, commonly known as SMARTnet, provide a trusted, cost-effective resource, whether you need reliable, day-to-day network support or fast resolution to a critical network issue. You'll see how these services can help you accelerate the success of your business, by enabling you to:

- Improve network performance and increase availability of resources to meet user demand
- Reduce security threats that can jeopardize your network, while maintaining business agility
- Gain a competitive advantage through access to the latest network technology and productivity applications
- Manage and maintain Cisco Technical Services Contracts with DynTek assistance

**The DynTek Advantage**

With all the benefits of SMARTnet comes the challenge of managing your contracts to ensure you are not paying for coverage on end-of-life products or products no longer in production. In addition, since network equipment is often procured at varying intervals, managing contracts with multiple end dates can be extremely complicated.

DynTek, a Cisco Gold Partner, offers a dedicated SMARTnet specialist to assist in managing contracts, assisting with renewals, and maintaining the service relationship between the customer and Cisco. This is a complimentary service for all of our Cisco SMARTnet clients and a service not offered by many Cisco partners. We focus on supporting your network, so you can focus on supporting your business.

**DynTek offers:**

- SMARTnet Contract Visibility
- Contract Consolidation/Co-termination
- Cisco GOLD Partnership
- Highly Competitive Pricing
- Contract Renewal Support
- Multi-Year Options
- Dedicated SMARTnet Specialist

Peace of Mind – Let us do the managing for you.

Learn more about how to improve the performance of your network-and gain a resource that can help you manage your service contracts. Contact DynTek at 949-271-6772 or [smartnet@dyntek.com](mailto:smartnet@dyntek.com) for a FREE SMARTnet Coverage Analysis!

**What is SMARTnet?**

- SM > Software Maintenance
- AR > Advanced Replacement
- T > Tech Support
- net > Cisco.com Internet Access

SMARTnet is not only a service offering by Cisco, it is security and peace of mind knowing that you have given an extended life to your network and reduced the risk of downtime saving you time and money. SMARTnet is comprised of top-notch, highly available phone and internet support, but the benefits do not end there. It also offers you access to online tools that offer blogs by peers, bug fixes, software advisories, and many more tools, so you can take a proactive stance in keeping your network healthy.

Rapid problem resolution with around-the-clock, global access to the Cisco Technical Assistance Center (TAC)

- Registered access to Cisco.com for powerful online tools and information
- Next-business-day advance hardware replacement (additional replacement options, some as fast as two hours, are also available)
- Ongoing system software updates that enable you to evolve your network to ever-changing business needs and increase the return on your hardware investment
- Cisco OS software support to extend the life of your Cisco Systems® devices with improved security, increased performance, bandwidth management, new protocol support, and greater interoperability

**Access to Cisco Tools**

- Knowledge library
- Productivity and software support tools
- Sophisticated Search Technology
- Personalization – My Tech Support
- Software Advisor, Software Bug Tool Kit, Output Interpreter, among other tools
- Service request management tools (opening/tracking service request)
- Self service leads to faster issue resolutions
- Improves staff competencies
- Error Message Decoder
- IOS Command Lookup
- TAC Case Collection (TAC CC)

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